

WASHINGTON STATE PATROL
INVESTIGATIVE ASSISTANCE DIVISION

2003 CUSTOMER SERVICE SURVEY



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July 2003

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Executive Summary

This survey of all 225 city police departments, thirty-nine county sheriff's offices, and twenty-eight tribal law enforcement agencies in Washington State, as well as eight Washington State Patrol districts, solicited feedback on the support services provided to the criminal justice community by the Investigative Assistance Division. The assessment of the division's performance, as viewed by its customers, continues to provide guidance for improvement in our service delivery.

Extracts of the 2003 Investigative Assistance Division survey will also be utilized for our agency's "Strategic Advancement Forum." The solicitation of customer feedback dovetails with the **mission, core mission areas, and goals:**

Mission Statement

The Investigative Assistance Division (IAD) provides investigative services, technical support, and training to the Washington State Patrol, law enforcement agencies, other agencies, and community groups to improve the quality of life in the state of Washington.

Core Mission Areas

- Criminal Intelligence
- Felony Narcotic Investigations
- Protecting Endangered Children
- Computer Crime
- Tactical & Meth Lab Responses

Objective A: Ensure interagency criminal intelligence sharing with local, state, and federal entities.

Objective B: Target and dismantle drug trafficking organizations.

Objective C: Reduce the risk of crimes occurring against children.

Objective D: Support the criminal justice community with investigations involving computer technology.

Objective E: Provide emergency high risk tactical and meth lab responses.

Objective F: Educate criminal justice agencies, citizen groups, and the WSP.

The survey results reflect the high quality service and "on time" delivery provided by the Investigative Assistance Division. A thorough review of the responses demonstrates a high degree of satisfaction with services received. Specific comments provided by respondents confirm the favorable ratings overall. Improvements will be implemented in areas identified by customer feedback through using this information in the survey document as a baseline. A complete copy of the survey and cumulative results is included in this document.

Overview

This annual statewide assessment of services provided by the Investigative Assistance Division was originally initiated during July 2000. The desired purpose is to determine customer satisfaction through a series of survey questions designed to “close the quality circle gap.” The 2003 Investigative Assistance Division survey was successfully disseminated and responses tabulated. (Copies of the entire survey instrument and the cover letter are included within this document).

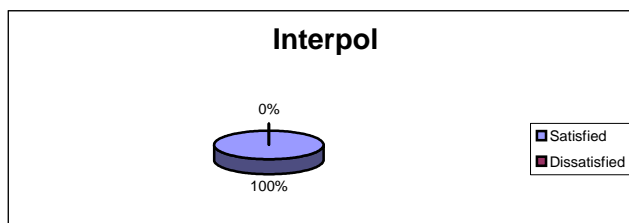
The 2003 Investigative Assistance Division survey was sent to 300 law enforcement agencies, which resulted in 114 surveys being returned for a 38% response rate. The 2001 Investigative Assistance Division survey was sent out to 291 city, county, and tribal law enforcement agencies that sent back 150 surveys, producing a 49.7% return rate. The 2003 surveys were studied, recorded, and follow-up calls were made for clarification when necessary. Interestingly, the individuals completing the survey ranged in rank from sergeant to police chief or sheriff, depending on agency size.

Many of the surveys included positive comments expressing satisfaction with a particular interaction with the division. A complete record of *all* comments is included at the end of this document. The most important conclusion that is drawn from the results of this survey is the following: of those agencies utilizing Investigative Assistance Division services, the overwhelming majority is very satisfied with the quality of service provided.

SURVEY RESULTS

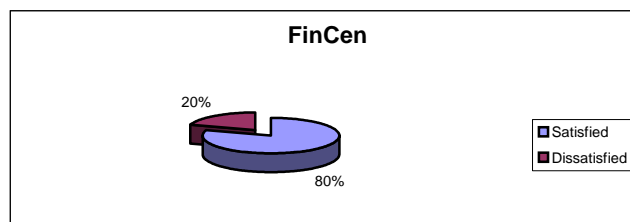
Interpol

The Investigative Assistance Division (IAD) is the state liaison for (Interpol) International Police. IAD receives and disseminates investigative data from local law enforcement agencies to and from Interpol Headquarters in Washington, D.C., which serves the international law enforcement member countries throughout the world.¹



FinCEN

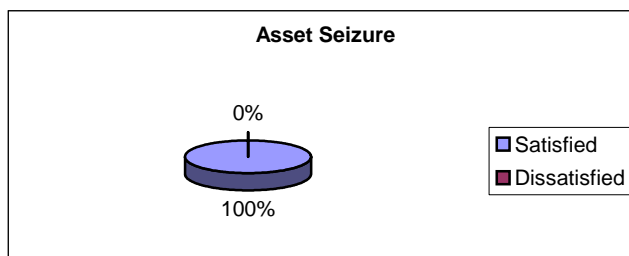
IAD is the state coordinator for the U. S. Department of Treasury's Financial Crimes Enforcement Network (FinCEN). Requests from state and local law enforcement agencies are processed through various financial databases including Gateway in Virginia, providing background, general, historical, financial and banking information critical to financial investigations such as narcotics, money laundering and fraud.²



Asset Seizure

IAD provides investigative assistance to Washington law enforcement agencies in narcotics investigations involving the seizure of real property and other assets. An IAD investigator is currently assigned to the DEA Asset Removal Group in Seattle and is available to respond to requests for assistance. Assistance provided includes the filing of court documents and financial analysis of bank records in support of narcotics investigations.

The division also assists WSP FOB troopers with the seizure of personal property obtained from traffic stops where narcotics are involved. In 2002, 120 cases were submitted to Personal Property Asset Seizure Program Manager and over \$150,000 dollars in criminal proceeds seized by FOB troopers were forfeited to the state.³



the

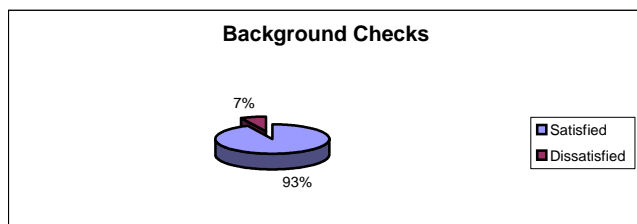
¹ This service provided 78 times for 67 agencies in 2002. Received 10 responses to 2003 IAD survey.

² This service provided 29 times for 23 agencies in 2002. Received 10 responses to 2003 IAD survey.

³ This service provided 443 times for 17 agencies in 2002. Received 10 responses to 2003 IAD survey.

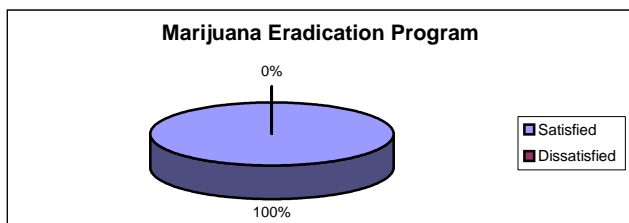
Background Checks

The IAD provides a complete profiling and database check on subjects under criminal investigation at the request of state and local law enforcement agencies throughout the Washington State.⁴



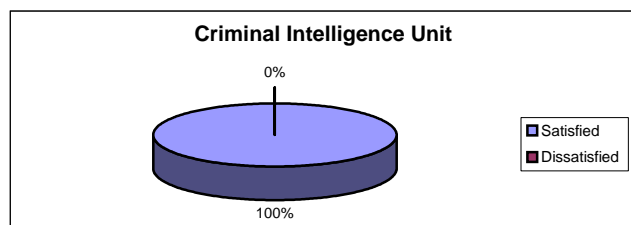
Marijuana Eradication Program

The IAD maintains a 24-hour Marijuana Hot Line, which receives tips on potential marijuana grows. These tips are then passed on to the local law enforcement agencies for follow-up investigation. Rewards are paid to informants for information that result in the successful seizure of plants and arrests. In addition, funding is available through ERAD monies to assist counties with the purchase of equipment and the payment of overtime used to investigate cases involving the growing and distribution of marijuana.⁵



Criminal Intelligence Unit

The Criminal Intelligence Unit (CIU) was created by the Legislature to collect, analyze, and disseminate information related to criminal groups in Washington State. CIU monitors the activities of criminal groups and individuals involved in: traditional organized crime, eco-terrorism, outlaw motorcycle gangs, supremacy/hate groups, threats, and public disorder. The CIU's mission of supporting our federal, state and local investigative units by providing tactical and strategic intelligence allows for knowledgeable, informed decisions on deployment of police resources, investigative targets, and the disruption and prevention of terrorism.⁶



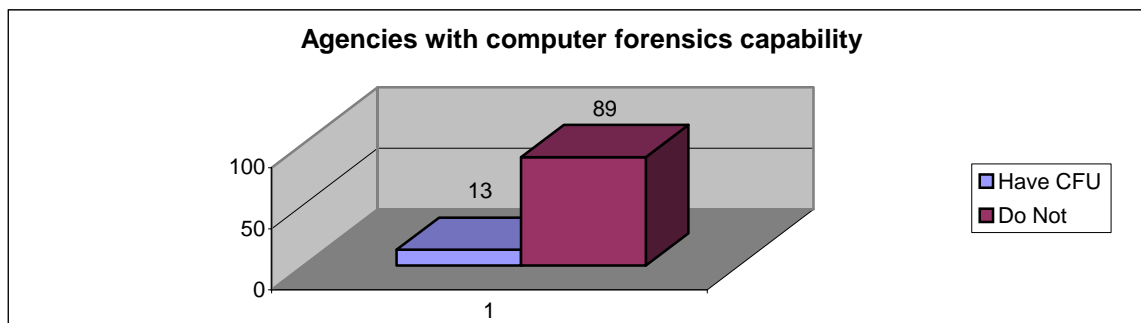
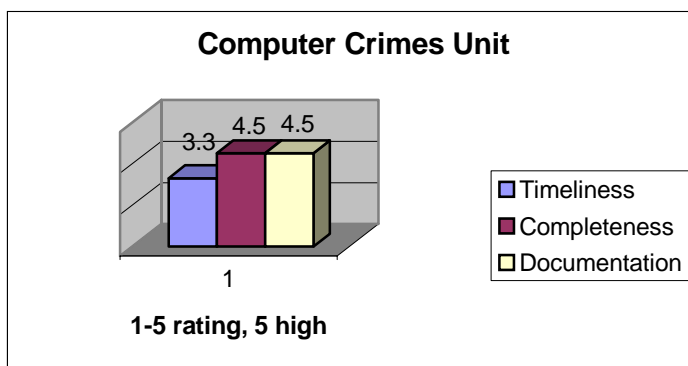
⁴ This service provided 649 times for 53 agencies in 2002. Received 14 responses to 2003 IAD survey.

⁵ This service provided 298 times for 35 agencies in 2002. Received 27 responses to 2003 IAD survey.

⁶ This service provided 4181 times in 2002 (number of agencies data not recorded). Received 26 responses to 2003 IAD survey.

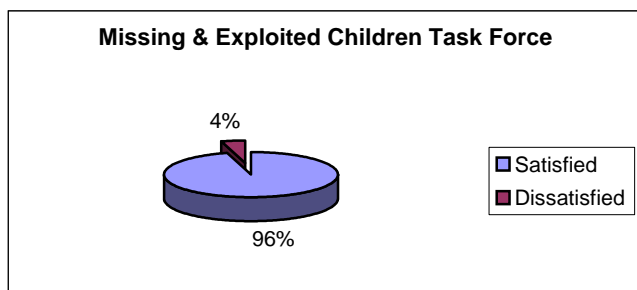
Computer Crimes Unit

The Computer Crimes Unit (CCU) provides assistance to state, local, and federal agencies in the forensic examination of data contained in computers and storage media for the purpose of criminal prosecution. The CCU also provides training in proper techniques for seizing computer evidence.⁷



Missing and Exploited Children Task Force

In 1999, the Legislature passed Senate Bill 5108 creating the multi-agency Missing and Exploited Children Task Force (MECTF). This task force was formed to assist law enforcement and social service agencies, families with investigations of missing, abducted, and exploited children cases through referrals upon request.⁸



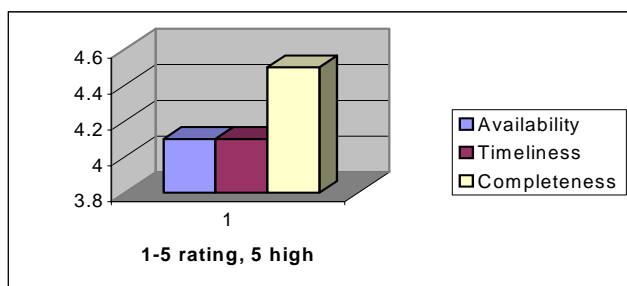
⁷ This service provided 151 times for 55 agencies in 2002. Received 27 responses to 2003 IAD survey.

⁸ This service provided 43 times for 57 agencies in 2002. Received 20 responses to 2003 IAD survey.

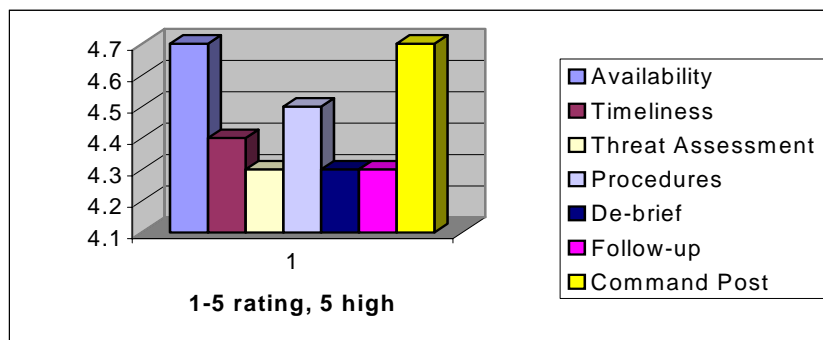
Special Weapons and Tactics Team

The Special Weapons and Tactics Team (SWAT) is comprised of detectives and troopers in conjunction with Crime Laboratory personnel trained to dismantle methamphetamine and other types of dangerous drug laboratories. The SWAT Team responds to suspected dangerous drug laboratories to execute search warrants, arrest criminal suspects, process evidence for criminal prosecution, and render the laboratories safe. The SWAT Team provides the sole law enforcement response to clandestine laboratories in most Washington counties. The SWAT Team also provides tactical response for the Washington State Patrol and other law enforcement agencies upon request. The SWAT Team members are trained to respond and manage barricaded persons, sniper incidents, hostage situations, terrorist confrontations, and other high-risk arrest situations.

Meth Lab Response ⁹



Tactical Response Missions ¹⁰

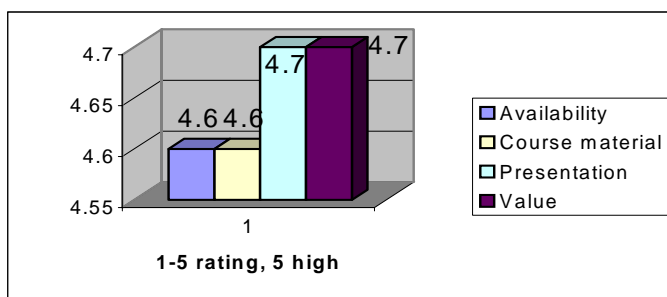


⁹ This service provided 226 times for 50 agencies in 2002. Received 14 responses to 2003 IAD survey.

¹⁰ This service provided 82 times in 2002 (number of agencies data not recorded). Received 14 responses to 2003 IAD survey.

Meth Awareness Education ¹¹

The State Methamphetamine Awareness Training Coordinator's Position was the creation of the Washington State Legislature who provided special funding for it in late 2001. The position provides statistical analysis of trends to member agencies involved in the Washington Methamphetamine Initiative that includes law enforcement, prevention, and treatment. The position also



coordinates and provides training in all drug arenas including methamphetamine to both the public and private sectors. During the past twelve months, 3989 individuals (496/law enforcement, 2380/public service, 1113/citizens) received training via this position, ranging from drug identification and clandestine laboratory awareness to prevention and treatment options. The position also supports the Governor's Methamphetamine Coordinating Committee with trend analysis information and staff research in policy areas.

¹¹ This service provided 40 times for 20 agencies in 2002. Received 14 responses to 2003 IAD survey.

Comments

Comments were indicated on 20% ($n=61$) of the surveys. A variety of comments were received concerning the services provided by the division. They are grouped by subject area and *all* comments are noted below:

Interpol

- *Not sure if Interpol contacted directly or through IAD. We did one inquiry in summer 02.*
- *Not sure if we are part of the group. I think the LaPush police department may utilize your services but don't know for sure.*
- *Very prompt response.*
- *6H DTF requests.*
- *I am new to Springdale Police Dept. so I haven't really needed any support yet other than some reports.*
- *Outstanding help (homicide investigation).*
- *Your letter refers to "scarce resources"... in my opinion IAD is a bountiful gold mine!*

FinCen

- *Our Narcotics Section uses FinCEN approximately six times a year, but not through IAD. When they do use it, they go through HIDTA/DEA*
- *2 years ago - helpful but info was quite late - months, several.*
- *Utilized by our Metro Drug TF.*
- *Response slow, but satisfactory.*
- *Long delays to responses.*
- *DTF has been using these services at least a 1/2 dozen times.*

Asset Seizure

- *Very good job on real property seizures.*
- *Since 1993, I have been about 95% successful using IAD supplied info!*
- *However, we have used the WSP crime lab to analyze cases with drugs.*
- *Drug related investigations go through a drug task force.*
- *Very satisfied with the assistance received from the AG's office.*
- *Yes, the information we received was substantial and assisted well.*

Background Checks

- *We go through our civil department for these needs, not sure who they go through.*
- *Requested FinCEN check. Because of backlog it took quite a while for the return.*
- *Always - the information was accurate and up to date.*

Marijuana Eradication Program

- *Would like to ride along for purposes of aerial surveillance on Outlaw Biker Club that is usually involved in all local dope movement to include M.J.*
- *Received tips that has initiated investigations.*
- *YPD officers work along w/ LEPD officers in our yearly eradication effort.*
- *Those funds are vital to our agency.*
- *Very supportive!*
- *Good program, could be better if we received more erad money for equipment purchases.*
- *6H DTF.*
- *Not sure - our agency is a member of L.E.A.D task force.*
- *Looking forward to doing soon.*
- *Extremely happy.*
- *Done through drug task force.*

Criminal Intelligence Unit

- *Have used Julie Olson and Mark Brown to gather information for SCIDEU (Skagit County Interlocal Drug Enforcement Unit).*
- *Lieutenant Lamoreaux and Sergeant Berry have always been very helpful.*
- *Help from Jane Nowell & Jim Kelly. Very good to work with.*
- *We have always received excellent support from CIU - both in information sharing and manpower assistance.*
- *Used the Spokane Office. Mostly Metro.*
- *We have a very good relationship with the intel unit.*
- *I took office 10-01-02 and don't know about anyone stopping by prior to.*
- *WSP historically gather information from us but isn't very good at returning the favor!*
- *Except through JTTF , then all contacts satisfactory.*
- *CIU Detectives is assigned to this agency.*
- *I don't think we knew about CIU.*

Computer Crimes Unit

- *SPD has referred other police agencies to WSP CCU.*
- *Jesse Regalado has been very helpful in many cases. It just takes a long time - up to 6 months.*
- *We have contacted CCU for advice, which was good. We also have a current case they are aware of and will assist with when search warrants are served.*
- *We often use the services of the Mount Vernon Police Dept.*
- *We also use Vancouver PD forensics person, Maggie Holbrook, but most of the times we use WSP lab. Great working relationship w/ WSP lab team.*
- *We have had very good experiences with CCU.*
- *Have used FBI in past, King County SO - will consider for resource in future. Generally not aware you had this resource.*
- *Done through WSP lab.*
- *The few computer related crimes we had were able to be handled in-house.*
- *We have used CCU multiple times over the years, and more recently it has drastically improved in all categories above.*
- *We use Kennewick PD computer forensic person.*
- *The service has been terrific. The turn around time seems to have gotten longer, however I know the case load has increased.*
- *We sent a computer in over a year ago and still haven't gotten anything back.*
- *Time lines were promised on several occasions and not kept - repeat phone requests had to be made.*
- *At times there is a substantial delay in turn-around time.*
- *We have been informed that the CCU is too backlogged; computers have been sent to the Secret Service labs.*
- *Two officers trained by White Collar Crimes. Currently setting up computer forensic lab to assist Eastern Washington Law Enforcement agencies.*

Missing and Exploited Children Task Force

- *Suspect was located, information provided by MECTF was valuable.*
- *Very satisfied; we have attended training and are developing procedures for future use of MECTF. Very good!*
- *We know very little about MECTF.*
- *Used them for informational/guidance purposes - very helpful info/people.*
- *They were very helpful with assisting with fliers and out-of-country contacts. They also were great in helping out with contacts with an uncooperative family of a runaway.*
- *This was on one occasion, I was satisfied with the cooperation.*

Meth Lab Response

- *Through SCIDEU.*
- *We believe the WSP SIRT team responded to a clan lab incident in the North Precinct in late November of 1999 when they filled in for SPD's team during WTO.*
- *Metro has employed the SWAT and highly recommend their use.*
- *Through Grant County INET DTF.*
- *Very good when available.*
- *Great working relationship with local lab team in Clark Co.*
- *SIRT has been to Yakima County several times for labs - good results each time.*
- *Did not know about either resource.*
- *Reports were mixed up due to officers w/ extended illness.*
- *Very professional in response - helpful to PA.*
- *Couldn't do it without these guys!*
- *Excellent team.*
- *WSP SIRT was a critical component of our meth lab response capability over the last few years.*
- *They are great! We could not handle the lab situations without them. On the day I filled this out your SWAT team was here helping with a lab.*
- *Availability rated lower only because the SIRT team was responding to a high number of labs across the state.*
- *Done through the drug task force.*
- *Professional and well organized unit.*
- *It would be nice if there was a SIRT team located on both sides of the state or possibly made into a district.*

Tactical Response

- *In April, 2003, during the war with Iraq, SPD had coordinated a possible SIRT staging in Seattle for mutual aid. A new MOU was drafted and agreed upon. However, our department never called upon WSP/SIRT because the demonstrations waned and the need was not there.*
- *Very impressive organization.*
- *Several years ago. Did not utilize once on scene.*
- *Good group of well trained people.*
- *The Lacey Cinemas operation could have been improved upon.*
- *We have used SIRT for lab processing but not in a tactical situation.*
- *City of Yakima maintains a tactical team.*

Meth Awareness Education

- (Rated highly – refer to graph – no comments received).

Additional services that should be provided by IAD

- *Encourage continuation/development of handwriting, forensic document exams.*
- *Crime scene processing - last time used - in 2000 – spring.*
- *More computer forensic services & training to local agencies.*

Other comments concerning IAD...

- *Most of IAD's services are used vicariously by us through our involvement in the Cowlitz Wahkiakum Narcotics Task Force.*
- *Increase staffing of WSP Crime Lab.*
- *Would like to learn more about the resources available through MECTF*
- *Better informing depts of available resources.*
- *All answers were based on the use from general Patrol. Our detective unit will also fill out your survey and I'm sure the answers will be more in line with the actual use of your services.*
- *Thanks for the brochure. Brand new to our unit, I was unaware of your resources. We will keep you in mind. A short 2-4 hour, on-site training for our staff would be welcome. (Tukwilla PD)*
- *I would like to read any info you may have on the current services, and a list of contact numbers would be appreciated.*
- *We are very appreciative for the assistance we have received and would not be able to do our jobs properly without your help - thanks!*
- *Was not aware of a lot of the services. Are there guidelines for when to call out; anticipated response times, etc?*
- *We have used your total station team several times and they are an excellent resource. Also I was largely unaware of the services you can provide.*
- *Would like to know more about IAD.*
- *Even though it is TID we have received excellent response from the Det. in Region 6 for both vehicle related & criminal cases.*
- *Is there someplace I can look to see what services are available?*
- *Our police department has just been started up in the last year. We are a small tribal police and just now making contact with other departments.*
- *Knowledge of resources. Unfortunately I was not aware of this division!*
- *We are not aware many of these services were available. How can we learn more about these services?*
- *Have not had a chance to use IAD yet, but [comment ends]*

other comments continued...

- *Would like info on public training, specifically networking & prior notification before public training. (Pacific County SO)*
- *If available a directory with numbers and directions for contacting your available services would be of benefit and it would be appreciated. (Kittitas PD)*
- *We are very happy with the total cooperation that the Patrol as a whole has provided us.*
- *WSP is a good partner in counter drug operations.*
- *Was unaware of all the services available.*
- *Can we get some info on what resources you offer to us including resources that can go to the field, IC fingerprint techs, etc. (Quincy PD)*
- *We are a very small town far removed from very populous areas. Okanogan County has used your services some but we have not had the need.*
- *We have requested the assistance of WSP / total scene in processing major crime scenes. It has been of great help.*
- *Many of the small agencies in North Central WA. Are not really aware of the services you can provide.*
- *One man agency serving population of 400 pp.*
- *Because we are a state agency, it would be a benefit if the Patrol would help train other departments, with their local district personnel. The main areas of drugs and computer crime are always a problem. It would also be nice to know about response time for a SWAT team response. The other state universities should be a part of a state wide team for police and investigate support.*
- *I am just realizing the services and assets that IAD has to offer. I do believe in attempting to take care of our own cases and problems before we tax the WSP. It is nice to know that there are such a wealth of assets that WSP provides for us once our local resources are gone!*
- *Our department might access some or all of these services if we were aware they were present and/or had contact numbers for them.*
- *Would like a visit from a detective. (Twisp PD)*



STATE OF WASHINGTON

WASHINGTON STATE PATROL

P.O. Box 2347 • Olympia, Washington 98507-2347 • (360) 753-6800

May 16, 2003

TO: All Washington State Sheriffs and Police Chiefs

FROM: Captain Mark E. Couey, Investigative Assistance Division

SUBJECT: Customer Service Survey

The Washington State Patrol's Investigative Assistance Division continually seeks to improve services provided to law enforcement agencies in our state. Effective and efficient use of our scarce resources is increasingly important to better serve your needs.

Your assistance in completing the enclosed survey will help our division refine priorities and processes. The survey and additional comments are confidential; the purpose is service delivery improvement. It should only take a few minutes of your time to complete. Please return this survey by **June 16, 2003**. The results will be used to evaluate the effectiveness of our services.

Thank you in advance for your assistance with this endeavor. If you have any questions, contact me at (360) 753-0315 ext. 101.


Enclosure

**2003 SURVEY of the
Washington State Patrol
Investigative Assistance Division**

Interpol

1. Has your agency requested the services of Interpol through IAD?

Yes No

2. If you requested support, did the support provided meet your needs and expectations?

Yes No

Comments: _____

FinCEN

1. Has your agency requested FinCEN data base information from IAD in developing financial case investigations?

Yes No

2. If yes, was your request for FinCEN information handled in a satisfactory manner by IAD?

Yes No

Comments _____

Asset Seizure

1. Have you used the services provided IAD to assist your agency in conducting any drug-related financial investigations?

Yes No

2. If yes, did the assistance provided to your agency address your needs?

Yes No

Comments: _____

Background Checks

1. Has your agency requested use of these services from IAD?

Yes

No

2. Were the checks performed in a timely and satisfactory manner?

Yes

No

Comments _____

Marijuana Eradication

1. Has your agency participated in the Marijuana Eradication Program or received funding from it?

Yes

No

2. If yes, has your agency found this Program to be administered satisfactorily by IAD?

Yes

No

Comments: _____

Criminal Intelligence Unit

1. Currently, CIU has detectives assigned in five areas of the state – Everett, Olympia, Seattle, Spokane and Vancouver. Has a CIU detective been to your agency and spoken with your officers?

Yes

No

2. Has your agency ever requested information from CIU regarding criminal activities occurring in your area?

Yes

No

3. If yes, were you satisfied with the response from CIU?

Yes

No

Comments _____

Computer Crimes Unit

1. Has your agency ever requested the services of CCU?

Yes

No

2. If yes, please rate the services of CFU in the following areas:
(Scale 1 to 5; 1= Poor, 5=Excellent)

A. Turn-around times on processing the evidence? _____

B. Completeness of the investigation? _____

C. Proper documentation of all evidence recovered? _____

3. Does your agency have its own computer forensics capability?

Yes

No

Comments: _____

Missing and Exploited Children Task Force

1. Has your agency ever requested the services of MECTF?

Yes

No

2. If yes, were you satisfied with the response of MECTF?

Yes

No

Comments: _____

Missing Children Clearinghouse

1. MCC maintains and operates a toll-free 24-hour missing children hotline. MCC distributes information to local law enforcement agencies, school districts, the Department of Social and Health Services, and the general public regarding missing children. The information includes pictures, bulletins, training sessions, reports, and biographical materials that assist local law enforcement efforts in locating missing children. Has your agency ever requested information or assistance from MCC in locating missing children?

Yes

No

2. If yes, were you satisfied with the response from MCC?

Yes

No

Comments: _____

Meth Awareness Education

1. Has your agency used the services of IAD's meth awareness training coordinator?

Yes

No

2. If yes, how satisfied were you in the following areas:

(Scale 1 to 5; 1 = Poor, 5 = Excellent)

A. Availability?

B. Proper course material?

C. Proper presentation?

D. Educational value?

Special Weapons and Tactical Team

Meth lab response

1. Has your agency utilized the services of SWAT for meth lab/warrant service response?

Yes

No

2. If yes, were you satisfied with the lab processing in the following areas:
(Scale 1 to 5; 1 = Poor, 5 = Excellent)

A. Availability? _____

B. Timeliness of response? _____

C. Completeness of the investigation? _____

Comments: _____

Tactical Response

1. Has your agency used the services of SIRT for tactical missions (non-lab related SWAT type response)?

Yes

No

2. If yes, were you satisfied in the following areas?
(Scale 1 to 5; 1 = Poor, 5 = Excellent)

A. Availability? _____

B. Timeliness of response? _____

C. Proper threat assessment? _____

D. Proper arrest procedures? _____

E. Proper de-brief? _____

F. Proper follow-up reports? _____

G. Proper command post operations? _____

Comments: _____

Are there any additional services that should be provided to the law enforcement community by the Investigative Assistance Division?

Additional Comments concerning IAD:

The WSP would like to be able to address any specific concerns you might have identified in this survey or any issues not touched upon which you would like to discuss. Please complete the information below so that you may be contacted to discuss those matters. **(Optional)**

AGENCY NAME: _____

CONTACT PERSON: _____

PHONE NUMBER: _____ FAX NUMBER: _____

*Thank you for completing this survey and please return it by **June 16, 2003**, to:*

IAD 2003 Survey
c/o Lieutenant Marc Lamoreaux
PO Box 2347
Olympia WA 98507